

**STATE OF CONNECTICUT**  
**State Innovation Model**  
***Quality Council***  
***Care Experience Design Group***

**Conference Call Summary**  
**August 27, 2015**  
**12:00-1:00p.m.**

**Members Present:** Arlene Murphy; Steve Levine; Steve Colangelo; Annie Jacob; Monica Farina; Daniela Giordano

**Other Participants:** Paul Cleary; Faina Dookh

**Context**

The SIM Quality Council has chosen the PCMH CAHPS consumer experience survey as the tool to gather data for care experience measures that will be on the SIM Quality Council's measure set. The questions from the survey roll-up into composite measures in particular areas, such as "Access", and some questions are their own stand-alone measures. The Care Experience Design Group of the Quality Council has met previously on this topic and has recommended the addition of questions related to behavioral health access to be added to the PMCH CAHPS survey to be used by payers adopting the council's quality measures. This meeting was meant to review the CAHPS survey and the potential behavioral health questions to be included.

**CAHPS Survey**

Paul Cleary gave an overview of the CG CAHPS survey (CG = Clinical Group, as opposed to health plan). PCMH questions are supplemental within the core CG survey. Paul Cleary is involved in the current efforts to consolidate different versions of the survey and shorten it due to feedback. For example, there is a CG-CAHPS visit-specific survey that is different, making it confusing. The adult CG survey was reduced by 3 items, and the PCMH questions were updated. Some PMCH questions were moved into the core survey, and some were moved into supplemental, because some of the questions were not adding new information.

Paul Cleary recommended adding a select number of the questions 1-10 from the behavioral health ECHO survey because these questions are close indicators of determining access to behavioral health services. He recommended adding these questions potential after PCMH question # 6. Or after PCMH question #2, and changing PCMH question #3 to say "specialists and behavioral health specialists" and not just "specialists."

The ECHO survey was developed several years ago and is a good starting point to choosing behavioral health questions.

There was a concern about adding all 10 ECHO questions, since this will lead to a survey with 41 questions, and Paul Cleary said it was not his recommendation to add all 10.

The questions from the CG CAHPS survey are grouped into 4 composite measures: Care Coordination, Access, Communication, and Global Ratings. Some of the PCMH questions are also their own composites (i.e., self management support), and some are stand-alone measures.

There was some discussion around survey response rate and ensuring a representative sample, despite barriers. The CAHPS survey process sends out dual survey to increase the likelihood of response. Other options were described. Final methodology to maximize response rate is still to be determined.

There was a discussion around the importance of connection to peer support and support groups for behavioral health treatment.

### **Next steps**

Potential behavioral health and other potential additional questions to the survey need to be cognitively tested. Paul Cleary and his team will soon be doing this testing. They would like any further suggestions on any additional questions or variations not discussed during the meeting to be emailed to him so that they can be tested. The following are the variations discussed, and are currently recommended to be tested. If you have other variations or comments please send them to Paul Cleary at [paul.cleary@yale.edu](mailto:paul.cleary@yale.edu). Also, if you have strong recommendations regarding 2-3 questions you would like to strongly recommend for inclusion from questions 1-10 of the ECHO survey, please send those to Paul Cleary as well.

1. Add a select number of questions from the ECHO behavioral health survey (target range of 2-3 questions from 1-10) after PCMH question #6.

or

2. Add a select number of questions from the ECHO behavioral health survey (target range of 2-3 questions from 1-10) after PCMH question #2, and change PCMH question #3 to say “specialists and behavioral health specialists” instead of “specialists.”

or/and

3. Look at Children with Chronic Conditions (CCC) questions and create analogous adult relevant questions to be included.